

1 organization filing a petition to deny? It seems kind  
2 of strange. I mean, your take on what was going on  
3 back then?

4 A There was an awful lot of animosity and  
5 resentment and hostility at the station. In fact,  
6 going back to one of your earlier questions, another  
7 thing that Enrique Palacios said would be one of the  
8 things I'd be working on at the station would be to  
9 heal the station, because the anger and the hostility  
10 and the volatility was very palpable. I hate to put  
11 it in these terms, but it seemed like a playground  
12 without a recess monitor.

13 Things like -- I can remember one of the  
14 first examples of what is going on here is we had a  
15 fund drive coming up. One of the announcers, the folk  
16 program host had secured or somehow had some CDs that  
17 she thought were hers. Bill needed them to put away  
18 or to set aside as an incentive for when you call in  
19 and pledge your dollars, you get the CD. Bill had a  
20 plan to use the CDs as an incentive at a particular  
21 time of day when they were best needed. She thought  
22 that they were her CDs. Bill locked them in a filing  
23 cabinet.

24 Here I am in my office, underneath the  
25 basketball hoop, with the two of them like little kids

1       yelling at each other, like Bill locked my CDs. No,  
2       they're my CDs for the station. I thought --

3               Q       You couldn't run away fast enough.

4               A       It took me about 16 months. So you asked?

5               Q       About the petition to deny.

6               A       About the petition. Why they would do that?  
7       I think they were angry and they didn't like me. They  
8       didn't like the state of how the station was enmeshed  
9       and governed by the superintendent's office and the  
10      board of education because they had their own ideas of  
11      how the station should be run, really different  
12      approaches. I think the group and myself wanted the  
13      station to go in the same direction, which is to --  
14      because one of the things I was hopeful of when I  
15      started at the station was that the board of education  
16      would follow through.

17              There were no promises, absolutely no  
18      promises, but the board had established a task force  
19      earlier in the year to make some recommendations for  
20      how best to go forward with governing the station, how  
21      best to go forward with operating and managing the  
22      station.

23              One of the recommendations was to do what a  
24      lot of public radio stations have done, like what I  
25      was familiar with down in San Diego at KPBS, to assign

1 oversight and management of the station to an  
2 auxiliary organization, like a separately incorporated  
3 501(c)(3), to provide the capacity and more direct  
4 board direction and oversight of the station. I knew  
5 that the board of education -- in San Francisco, their  
6 principal priority, their main job is to make sure  
7 that there are books in the classroom, that there's  
8 enough food in the cafeteria, that the buses run on  
9 time.

10 Quite frankly, the station as a management  
11 priority is far down on the list, and rightly so. But  
12 because of that, the station was kind of left on its  
13 own to kind of do what it wanted, and the only time  
14 the board ever heard about the station was when  
15 something bad happened. So I think the folks who  
16 filed the petition and I both kind of wanted to follow  
17 up on the task force recommendation to set up a  
18 501(c)(3), to directly manage -- I mean, the district  
19 would maintain the license, without a doubt.

20 The district was not selling the license.  
21 It was more of a property management kind of concept,  
22 where the district owns the property but set up an  
23 agreement with another company to operate the property  
24 or to manage the apartment building, for lack of a  
25 better term. The approach the Petitioners took, it

1     was like taking an ice pick to an eye to get a piece  
2     of dust out. You know, I wanted to embrace the  
3     change. Well, it never happened. But I think they  
4     saw the recommendation. They wanted the board to go  
5     through with it.

6             They didn't see any activity, at least on  
7     the surface. I was working with Enrique and with the  
8     superintendent's office to move forward with the  
9     recommendation, but politics and reality just got in  
10    the way. People didn't want to do it. So I don't  
11    know if I'm getting to your question.

12            Q     You are. You're doing fine.

13            A     So I think that that was likely their  
14    motivation. It was angry. They did it in an angry  
15    kind of way.

16                             (The document referred to was  
17                             marked for identification as  
18                             Ramirez Exhibit No. 5.)

19            BY MR. SHOOK:

20            Q     Now, but when they finally did get to the  
21    point of putting their anger on paper, they leveled a  
22    number of charges. Some of them had to do with  
23    employment matters. There was a lot of fuss about  
24    EEO, which in the end turned out not to go anywhere.  
25    But, there were also charges made about how the

1 application questions were answered, and one of them  
2 in particular concerned the public file. In that  
3 sense, I want to show you at least page 4 of the  
4 petition. You can just sort of read through that to  
5 get an idea of what --

6 A What section?

7 Q You can read the entire page to yourself.  
8 There are certainly other pages that could make this  
9 more complete, but I just want to give you a little  
10 memory jog in terms of what was going on the time.

11 One of the beauties of having my office not  
12 too far away is that if I need to, I can always run  
13 back and get the entire petition, but for my purposes  
14 right now, I just wanted to show you this page to  
15 hopefully bring back in your mind some of what was  
16 going on at that time. Along those lines, when the  
17 petition to deny arrived, did you actually read  
18 through the entire petition? As I said, I can always  
19 get it, but I'll describe it generally.

20 MS. REPP: I have it.

21 MR. SHOOK: Okay.

22 THE WITNESS: Yeah, I would have read  
23 through it.

24 BY MR. SHOOK:

25 Q There was 20 plus pages of argument and

1       there were exhibits all over the place, as I said,  
2       most of it having to do with EEO matters, but do you  
3       remember reading through the petition itself?

4           A       Should I read it right now?

5           Q       No. Please, we'll be here several days.

6           A       I do remember reading through it, but it  
7       seemed at that time so contentious that I needed to  
8       leave it to the attorneys to respond to, because just  
9       looking at it, it amounts to a huge distraction from  
10      station -- from managing and running the radio  
11      station. But in answer to your question, yes, I do  
12      remember reading it.

13          Q       Then, the page that I gave you, page 4,  
14      makes various claims about what you knew and when you  
15      knew it relative to the public file. To distill it,  
16      if you will, what this is saying is that you knowingly  
17      checked a box that you shouldn't have checked, that  
18      you should have checked the "no" box instead of the  
19      "yes" box. That's what these people are arguing. Did  
20      you have that understanding when you read through the  
21      petition, that that's what they were charging you  
22      with?

23          A       Yeah. Yeah. That -- yeah.

24          Q       As you've mentioned, knowing what you know  
25      now, you recognize that you should have checked the

1 "no" box instead of the "yes" box.

2 A For sure.

3 Q But at the time, your belief was that you  
4 would correctly check the "yes" box?

5 A Yeah. I mean, at the time, I was working  
6 literally to the best of my knowledge at the time.

7 Q Did your thinking change at all as a result  
8 of the arguments made by the Petitioners, that the  
9 light bulb went off and it was like maybe I shouldn't  
10 have checked the "yes" box, or did you come to that  
11 realization only after you started working at CPB and  
12 you had to go through the various things that you've  
13 described at CPB?

14 A Yes. There was an embarrassing moment of  
15 oops, if I had known better I could have done better.  
16 Yes, there was a moment of oops. I don't remember if  
17 it came out of my reading of this or if it came out of  
18 Ernie Sanchez explaining to me what was going on.

19 Q Did you ever share the oops thought with  
20 anybody? Other than the people who are here today,  
21 had you shared that thought beforehand with anybody?

22 MS. REPP: Could I just add before you  
23 answer that we would be claiming the attorney-client  
24 privilege with your conversations with Ernie Sanchez?

25 MR. SHOOK: You would be claiming it, but in

1     this instance, we would be disputing that the  
2     privilege still exists. We can get into the  
3     declaration at a later point where it is actually made  
4     in the declaration that there is reliance on counsel's  
5     advice. With that as a defense, that constitutes a  
6     waiver of the privilege.

7             MS. REPP: I don't disagree in the context  
8     of what's in the declaration that that's a specific  
9     waiver, but only to the extent that we're talking  
10    about what is in the declaration. The statement in  
11    the declaration related to what was discussed before  
12    the application was signed.

13            MR. SHOOK: I didn't think that was the  
14    nature of the question at this point.

15            MS. REPP: Okay. What was the question?

16            MR. SHOOK: That's very good. That's a very  
17    good question. I'll have to try to reconstruct it in  
18    my mind.

19            BY MR. SHOOK:

20            Q     We were referring to the euphemism "oops."  
21    That's probably going to be my starting point here,  
22    that when you had that oops moment, you've shared that  
23    with us today. Had there been an earlier point in  
24    time when you shared that oops moment with anybody  
25    else?



1           A     No.

2           Q     So prior to today, there would have been no  
3 one that you would have told, gee, I should have  
4 checked the "no" box instead of the "yes" box on this  
5 application?

6           A     I don't know if I'm supposed to answer. No,  
7 I wouldn't have. Can you ask the question again?

8           Q     Sure. You know, we've been referring to  
9 Question 2, Section 3 of the application, which talks  
10 about whether documentation has been placed in the  
11 public file at the appropriate time, as required by  
12 the rule. You've acknowledged that, on the basis of  
13 what you've learned as a consequence of being at CPB,  
14 you recognize that the question should have been  
15 answered in the negative as opposed to "yes."

16          A     Correct, and I made a mistake.

17          Q     Right. The question at this point is  
18 whether you shared that realization with anybody prior  
19 to today.

20          A     No.

21          Q     Now, after reading the allegations that were  
22 leveled against you relative to the public file and  
23 the certification made in terms of what was in the  
24 public file, did you then go back to the public file  
25 to take a look at it to see what was there?

1           A     I don't remember.

2           Q     Do you remember whether you directed anybody  
3     to go back to the public file to give you a report in  
4     terms of what was there?

5           A     No, I don't remember doing that. I don't  
6     remember doing that. I don't think I would have done  
7     that, because at the time, I would have been sure that  
8     I was right, and so I don't think I would have done  
9     something like that.

10          Q     Now, in terms of being sure that you were  
11     right, had you shared your reasoning with anybody in  
12     terms of how it was that you came to the "yes" answer?

13          A     I don't remember.

14                                 (The document referred to was  
15                                 marked for identification as  
16                                 Ramirez Exhibit No. 6.)

17                 BY MR. SHOOK:

18          Q     I'm going to show you another document that  
19     has been a bit of a mystery to us, at least. This is  
20     from the petition to deny. It's Exhibit BB. First of  
21     all, prior to the time you received the petition to  
22     deny, did you have any awareness that Exhibit BB  
23     existed?

24          A     No.

25          Q     So I take it that you are not the author of

1 Exhibit BB?

2 A Correct.

3 Q Do you have any idea as to who the author  
4 is?

5 A No.

6 Q Now, there's some handwriting that appears  
7 on Exhibit BB following point No. 1. The words,  
8 "willful false statements" and a portion of the word  
9 "and" that preceded it are circled, and then there are  
10 a couple of exclamation points drawn out there. Then  
11 underneath it has "re maintenance," and it looks like  
12 "of public file." Do you have any idea who hand wrote  
13 that word in there?

14 A No, I don't.

15 Q Then following point 2, there's a reference  
16 to EEO policy, and then it has 5/6, "list hires  
17 through any EEO process." Do you have any idea who  
18 wrote that?

19 A No, I don't.

20 (The document referred to was  
21 marked for identification as  
22 Ramirez Exhibit No. 7.)

23 BY MR. SHOOK:

24 Q Now, as a result of the petition to deny,  
25 one of the things that happened, at least so far as we

1 can tell, was the preparation of a declaration.

2 MS. REPP: Can I have the petition back?

3 MR. SHOOK: No, we'll just put it in the  
4 public file.

5 MS. REPP: I'll keep it out in case we need  
6 it.

7 BY MR. SHOOK:

8 Q Now, in terms of this declaration, first of  
9 all, it appears to be six pages in length, and on page  
10 6 there is an execution date noted and a signature.  
11 Could you tell us if that's your handwriting and your  
12 signature?

13 A Yes, it is.

14 Q Now, could you tell us how it was this  
15 declaration came to be put together?

16 A I remember having a telephone conversation,  
17 or doing this by telephone with a lawyer who worked in  
18 Ernie Sanchez's office, Susan -- I can't remember her  
19 last name.

20 Q So it wasn't Ernie himself?

21 A Correct.

22 Q Basically, as a result of your conversation  
23 with this individual, this declaration came to appear?

24 A Correct.

25 Q So I take it that you weren't the person who

1 actually did all the typing that resulted in this  
2 declaration. That was somebody else?

3 A Yes.

4 Q From the time that the declaration as we  
5 have it appeared to the time you signed it,  
6 approximately what period of time are we talking  
7 about? Weeks, days, hours?

8 A I missed the first half of your question.

9 Q We have this six page document that bears  
10 your signature. From the time that you got something  
11 akin to this, if not this exactly, until you signed  
12 it, approximately how much time transpired?

13 A I don't remember.

14 Q Do you recall from what it was that you  
15 first received what changes, if any, you may have made  
16 to the document?

17 A I don't remember making any changes.

18 Q I would like to direct your attention  
19 initially to page 3, paragraph 9. If you could just  
20 read that to yourself. Now, some of this ground we've  
21 already covered in various questions, but I want to do  
22 it now in the context of this declaration. There's a  
23 reference here to a meeting with Dave Evans that we  
24 had talked about. Apparently, that meeting took place  
25 sometime in August 1996, which would have been, I

1       guess, very shortly after you became the general  
2       manager.

3           A       Correct.

4           Q       As a result of this meeting with Mr. Evans,  
5       did you have some kind of understanding that at least  
6       in his opinion the public file was deficient in some  
7       way?

8           A       I do recall him bringing it up, but it  
9       really didn't -- it didn't stick in my mind, because  
10      my preoccupation at the time was with getting ready  
11      for constructing the station and then getting ready  
12      for the move. I think that this meeting that I had  
13      with Dave was primarily about that. This would have  
14      been something that Dave would have said as an  
15      afterthought or as a "and, you should know this," but  
16      really, my attention, my focus, was on what do we need  
17      to get ready for the station move.

18          Q       I think that we had talked about that as a  
19      result of this conversation with Dave Evans that that  
20      did not immediately trigger some kind of look at the  
21      public file at that point.

22          A       Correct. I think it was a combination of  
23      getting the renewal notice and then looking into what  
24      activities I would need to conduct to complete that  
25      process, that the ball really got rolling on making

1     sure that everything was complete and conformed to the  
2     way things needed to conform to.

3           Q     So in other words, as a result of the  
4     conversation with Mr. Evans, that did not trigger a  
5     look at the public file at that point?

6           A     Yeah, to the best of my memory. Correct.

7           Q     That conversation would not have been the  
8     cause for you ultimately to have looked at the public  
9     file.

10          A     Correct.

11          Q     Now, moving up to page 4, paragraph 10, if  
12     you could read paragraph 10 to yourself. Now, in  
13     terms of paragraph 10, the first sentence speaks in  
14     terms of your having assigned Ms. Hecht the task of  
15     reviewing the file. Does this help bring to mind  
16     whatever it was that you had wanted her to do, whether  
17     reviewing the file consisted solely of simply telling  
18     you what was in there or whether reviewing the file  
19     consisted of something more than that?

20          A     I don't remember. I imagine that it  
21     wouldn't have been something more than reviewing the  
22     file, because in her voluntary status, I don't think I  
23     would have assigned any greater responsibility to her  
24     than that.

25          Q     In common parlance, in terms of what I

1     understand reviewing the file to mean, it would  
2     basically be look to see what's there and tell me  
3     what's there. Would that be an accurate  
4     understanding? Is that putting too fine a point on it  
5     at this stage?

6           A     Yeah. Given the passage of time, I'm  
7     reluctant to say that that's what I intended for her  
8     to do at the time.

9           Q     The second sentence reads that you did not  
10    consider the list that she produced to be accurate.  
11    Was there something that you had in mind then in terms  
12    of what it was that was inaccurate about it? In  
13    looking through this, I'm hard pressed to figure out  
14    what you might have been thinking of in terms of what  
15    made it inaccurate, so if there's something that you  
16    can recall, that would be helpful.

17          A     Again, I don't remember that what she gave  
18    me is what I asked for, so I wasn't expecting a list.  
19    It's not what I was expecting. So what she gave me  
20    was a typewritten letter -- or a typewritten list --  
21    with a lot of typos on it, a lot of strikeouts, not  
22    giving me a great degree of confidence in how accurate  
23    it was. Again, this is at a point of time in the  
24    station where I began to suspect, or I began to think  
25    to myself I don't know who to trust, I don't know what



1 to believe. In other words, I don't know what to  
2 believe.

3 Q Now, where did Susan Hecht fit into this?  
4 She's a volunteer, which I guess means she didn't get  
5 paid to do whatever it was that she was doing. Right?

6 A Correct.

7 Q So she wasn't, I guess, a formal employee of  
8 the school system?

9 A Correct.

10 Q So she was somebody who came basically when  
11 she was able to and did whatever it was that she was  
12 asked to do?

13 A Yeah. I remember that mainly what she did  
14 was staff the "reception desk" right near the front  
15 door.

16 Q So that was the person who would, what, just  
17 take random phone calls and redirect them?

18 A Took the phone calls, let folks in the front  
19 door when they buzzed in. The term "volunteer" at  
20 KALW takes on a greater dimension than I think it does  
21 at most --

22 Q Are we talking about heart and soul? You  
23 know, somebody is there because they're committed to  
24 the station in some fashion?

25 A We're talking volunteer -- for instance,

1 even some of the full-time employees who worked full-  
2 time shifts during the week Monday through Friday and  
3 then hosted music programs, like a folk music program  
4 on the weekend, when they came in for that work, they  
5 considered themselves volunteers. This is kind of one  
6 of these things that's not a concept, but they took  
7 advantage of the opportunity to move between well, I'm  
8 a volunteer today, I'm talking to you as a volunteer,  
9 or you can't tell me what to do, I'm on volunteer time  
10 right now.

11 It just was frustrating to deal with people  
12 who thought in those terms. I bet if you look at the  
13 station's program guide today and look at the --  
14 because this is how it was back when I was at the  
15 station, I can't imagine that would have changed. If  
16 you look at the staff listing at the back page of the  
17 program guide, if that's where it still is, you'll see  
18 a listing of staff members. Below that, you'll  
19 probably see a listing of volunteers, and you'll see a  
20 lot of overlap, someone listed in both places.

21 These are volunteers. Remember, this is  
22 also happening in San Francisco, in the Bay area,  
23 where, at least in the public radio industry one of  
24 the stories that we tell is about the time at the  
25 Pacifica-owned and operated station out in Berkeley,

1 where a volunteer producer who was hosting a program  
2 passed away. In their will, they willed their time on  
3 the air at the Pacifica station to another volunteer,  
4 because that was how -- I can get into Bay area public  
5 radio culture and some more, but I just wanted --

6 Q That gives us a flavor.

7 A -- to put a footnote on volunteer takes on a  
8 greater dimension at KALV.

9 Q Then the second part of that sentence makes  
10 a reference to that, "She may have misunderstood my  
11 directions when she worked on this assignment." Does  
12 this trigger any memory as to what specific directions  
13 it was that you may have given her?

14 A No. The only thing I remember about this is  
15 what she provided went way beyond my expectations. I  
16 can only imagine what I asked her to do, which could  
17 have been Susan, there's the public file, would you  
18 pick it up and put it in some kind of order and bring  
19 it into my office so I can go through it. But I can't  
20 remember with a certainty what I asked her to do.

21 Q Now, to do what she did, considering the  
22 number of file folders that were there, it probably  
23 took her a week, two weeks, three weeks?

24 A Certainly, it would have taken a great deal  
25 of time to go through the public file, because there

1 was a lot in there. Yeah.

2 Q Now, in getting that report back from her  
3 and looking at the public file yourself, did it ever  
4 occur to you that there were perhaps a lot of  
5 documents in that file that just shouldn't have been  
6 there? Public file, open it up and put something in,  
7 and it just mushroomed to the point where?

8 A Sure. I thin one of the things that I  
9 remember doing is looking for documents, guidance  
10 documents or resources that would be helpful in  
11 helping me to better understand what needs to be in  
12 there, what doesn't need to be in there, and I'm  
13 attracted to headlines. There was an NAB memo about  
14 the public file. Its headline -- I remember this.  
15 Its headline was what to keep, what to toss. I mean I  
16 was very attracted to that. I can remember using that  
17 as a resource. I don't remember tossing anything,  
18 because I'm always afraid to toss, but I am mindful of  
19 knowing what to keep, yeah, and recognizing such.

20 Q That happens to trigger some other things,  
21 so we're going to take a slight diversion here. One  
22 of the things that the school district did for us was  
23 that it provided us with various reference manuals.

24 MS. REPP: May I ask for a break?

25 MR. SHOOK: Sure.

1 MS. REPP: Do you have facilities on this  
2 floor?

3 MR. SHOOK: Yes, we do.

4 MS. LEAVITT: Yes, we do. I'll take you out  
5 because they're locked. There on the other side of  
6 the locked door.

7 MR. SHOOK: We can be off the record here.

8 (Whereupon, at 1:05 p.m., the deposition in  
9 the above-entitled matter was recessed, to reconvene  
10 at 1:45 p.m. this same day, Tuesday, November 9,  
11 2004.)

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A F T E R N O O N   S E S S I O N

(1:50 p.m.)

Whereupon,

JEFFREY RAMIREZ

having been previously duly sworn, was recalled as a witness herein and was examined and testified further as follows:

FURTHER EXAMINATION BY COUNSEL FOR THE COMMISSION

(The document referred to was marked for identification as Ramirez Exhibit No. 8.)

BY MR. SHOOK:

Q     I believe we had just discussed paragraph 10 of your declaration. I think it had come up that there were some documents that you had reviewed beforehand in connection with the preparation of the renewal application. We received some documents from the San Francisco Unified School District, and I want to show a number of them to you and see whether or not any of them were documents that you had seen.

          The first document that I'm handing you is fairly substantial. It has on the bottom of it SFUSD-00001, and it goes to 00082, so there are 82 pages of this. It bears the title, The Public Radio Legal Handbook. If you would just glance through it. I

1     don't expect you to read it and memorize it all. Now,  
2     is this a document that you saw beforehand or a type  
3     of document that you saw before you filled out the  
4     renewal application?

5           A     Yeah, this looks like the legal handbook  
6     that the National Federation of Community Broadcasters  
7     provides to stations to help them understand legal  
8     things.

9           Q     So this is a document that you would have  
10    looked at from beginning to end? What is it about  
11    this document that you would have looked at, if  
12    anything?

13          A     I had this document. It was a binder in my  
14    office at KALW. I would have referred to this book  
15    because in my mind, I would have considered the  
16    license renewal application a legal thing, so I would  
17    have referred to this guidebook, this handbook.

18          Q     Well, one of the things that's in there,  
19    first off, is a station operation's checklist. Is  
20    this something that you remember reading?

21          A     I don't remember reading this section. The  
22    sections that I remember referring to are the ones  
23    that as part of their headline or the chapter heading  
24    involved the FCC.

25          Q     I'm referring now to page 5 and also to page

1 6 in terms of how they're marked with SFUSD. Under  
2 Heading 3, it reads Local Public File. There are a  
3 number of things here on the pages that we're looking  
4 at, page 5 and also the carryover to the next page,  
5 page 6. Is this material that you had referred to?

6 A I don't remember referring to this list, to  
7 this checkoff list.

8 Q The next thing that I want to show you, it's  
9 on page 15, Heading 2, Regular Filings and Reports.  
10 The first paragraph I have clipped here is the second  
11 one. If you could just read this page to yourself and  
12 then tell me whether this was something that you had  
13 looked at.

14 A This doesn't look familiar.

15 Q Then the next page talks about a number of  
16 reports, the next page being page 16 in terms of SFUSD  
17 stamping. In the middle of it, it refers to an  
18 ownership report. Did you read the section relative  
19 to the ownership report prior to filling out the  
20 renewal application?

21 A This doesn't look familiar either.

22 Q I'm going to jump ahead to page 18. The  
23 heading reads About Forms and Filings. There is  
24 another heading a little bit smaller down below that  
25 that reads Public File Requirements. If you could



1 read that paragraph to yourself and then tell me  
2 whether or not you had read this prior to filling out  
3 the renewal application.

4 A I may not have.

5 Q Moving to page 21, there's a heading called  
6 Ownership. If you could read the first paragraph to  
7 yourself and tell me whether or not you had looked at  
8 this prior to filling out the renewal application.

9 A I don't remember reading that.

10 Q Next page, 22, again under the heading  
11 Ownership Report toward the bottom, the very last  
12 paragraph on that page. Read that to yourself,  
13 please.

14 A I don't remember reading that.

15 Q Page 25, the heading -- it's fairly small --  
16 The Issue of Timing. Could you read that to yourself  
17 and then tell me whether you had read this prior to  
18 filling out the renewal application?

19 A No, I don't remember that.

20 Q Up to page 46, the heading reads Program  
21 Recordkeeping, and then there's another heading a  
22 little bit smaller underneath that that says Required  
23 Records. Then down at the bottom of the page, the  
24 heading again, which is smaller still, reads Problems  
25 Programs List. That paragraph carries over to page